

CITY GOVERNMENT OF EL SALVADOR

CITIZEN’S CHARTER

2020 (1st Edition)

**CITY LOCAL ENVIRONMENT & NATURAL RESOURCES OFFICE (CLENRO)**

**ISSUANCE OF ENVIRONMENTAL CLEARANCE, REGULATORY ACTIVITIES ON AIR, WATER AND SOLID WASTES (COMPLAINTS) AND FACILITATING MANGROVE/TREE PLANTING**

1. **Service Name: Issuance of Environmental Clearance**

**Description of the Service**: This Service issues Environmental Clearance to concerned clients.

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| **Office or Division:** | | CITY LOCAL ENVIRONMENT & NATURAL RESOURCES OFFICE | | |
| **Classification:** | | SIMPLE | | |
| **Type of Transaction:** | | G2B | | |
| **Who may avail:** | | BUSINESS ESTABLISHMENTS (EXCEPT SMALL SCALE LIKE SARI-SARI STORES) AND PROJECT PROPONENTS (AS PER PROJECT ACTIVITIES) | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| New: | | | | |
| 1. Environmental Compliance Certificate (ECC) or Certificate of Non-Coverage (CNC) | | DENR-EMB 10 | | |
| 1. Wastewater Discharge Permit (WDP) | | DENR-EMB 10 | | |
| 1. Permit to Operate (PTO) (if applicable) | | DENR-EMB 10 | | |
| 1. Zoning/Locational Clearance | | City Planning & Development Office | | |
| Renewal: | |  | | |
| 1. Photocopy of ECC/CNC if noton file and if amended | | Business Owner | | |
| 1. Photocopy of Wastewater Discharge Permit (WDP) Renewal | | Business Owner | | |
| 1. Photocopy of Permit to Operate (PTO) Renewal (if applicable) | | Business Owner | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit   requirements | 1.1 Check the  submitted  requirements as to completeness  then receive the documents for processing.  1.2 Conduct the onsite  inspection  if necessary | None | 1.1 Ten (10) minutes  1.2 One (1) day | LORELEI O. DACU  Pollution Control Officer (Designate)-City Local Environment & Natural Resources Office  LILA F. SOQUILLO  CLENRO (Designate)- City Local Environment & Natural Resources Office |
| 1. Claim the   Environmental  Clearance  Certificate | Release the  Environmental  Clearance  Certificate. | None | 10 minutes | LORELEI O. DACU  Pollution Control Officer (Designate)-City Local Environment & Natural Resources Office |

**2. Service Name: FACILITATE MANGROVE/TREE PLANTING**

**Description of the Service:** This Service facilitates provision of service particularly on Tree/Mangrove Planting and seedling dispersal which is a prime mandate of CLENRO to ensure the effective and efficient management, protection and development of watershed connectivity and ecosystem-based adaptation to mitigate the impacts of climate change in collaboration with thestakeholders.

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| **Office or Division:** | CITY LOCAL ENVIRONMENT & NATURAL RESOURCES OFFICE |
| **Classification:** | SIMPLE |
| **Type of Transaction:** | G2B, G2C ,G2G |
| **Who may avail:** | Peoples Organization, NGOs, Academe, Private Industries, Religious Groups, CSOs |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1. Letter of Intent | APPLICANT |
| 1. Barangay Consent | Barangay where the Tree/Mangrove Planting will be conducted |

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| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit Letter   of Intent with attached Barangay Consent | Facilitate and  assess the  client’s concern | None | 15 minutes | LORELEI O. DACU  Pollution Control Officer (Designate)-City Local Environment & Natural Resources Office  LILA F. SOQUILLO  CLENRO (Designate)- City Local Environment & Natural Resources Office |
| 1. Wait for advice   on the  schedule | .  Prepare location  of the activity  Inform client for  the schedule | None | 1 day |

**3. Service Name: ASSIST IN MANGROVE/TREE PLANTING**

**ACTIVITIES**

**Description of the Service:** Should the applicants wish to be assisted in the mangrove/tree planting activities proper, the office can extend the services to be actively involved in the information and education campaign prior to the tree planting activities and supervise the whole activity.

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| **Office or Division:** | | CITY LOCAL ENVIRONMENT & NATURAL RESOURCES OFFICE | | | |
| **Classification:** | | SIMPLE | | | |
| **Type of Transaction:** | | G2B,G2G, G2C | | | |
| **Who may avail:** | | Peoples Organization, NGOs, Academe, Private Industries, Religious Groups, CSOs | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | | |
| 1. Location and Schedule of the activity | | CITY LOCAL ENVIRONMENT & NATURAL RESOURCES OFFICE | | |
| 1. Bamboo sticks for lay-out and sticking | | Applicant | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** | |
| 1. Assist on   Information  and Education  Campaign and  the tree/mangrove  planting  activity | Conduct the  Information and  Education  Campaign to the  participants of  the activity | None | 10 minutes | LORELEI O. DACU  Pollution Control Officer (Designate)-City Local Environment &Natural Resources Office  LILA F. SOQUILLO  CLENRO (Designate)- City Local Environment & Natural Resources Office | |
| 1. Assist in facilitating the area and taking of individual attendance | Facilitate and  guide the area  and take the  individual  attendance | None | 2-4 hrs. |

**4. Service Name: REGULATORY ACTIVITIES ON AIR, WATER AND SOLID WASTES (COMPLAINTS)**

**Description of the Service**: This Service conducts regulatory activities on complaints received from concerned citizens on establishments with violations on environmental aspects with regards to air, water and solid waste management.

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| **Office or Division:** | | CITY LOCAL ENVIRONMENT & NATURAL RESOURCES OFFICE | | | |
| **Classification:** | | SIMPLE | | | |
| **Type of Transaction:** | | G2C | | | |
| **Who may avail:** | | Peoples Organization, NGOs, Any Private individuals | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | | |
| 1. Complaint Letter | | Complainant/s | | |
| 1. Accomplished Complaint Form | | CITY LOCAL ENVIRONMENT & NATURAL RESOURCES OFFICE | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** | |

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| 1. Submit   Requirements and wait for advice | Receive and  validate  complaints | None | 15 minutes | LORELEI O. DACU  Pollution Control Officer (Designate)-City Local Environment & Natural Resources Office  LILA F. SOQUILLO  CLENRO (Designate)- City Local Environment & Natural Resources Office |
| 1. Wait for inspection or validation schedule | .  Schedule inspection/validation date  *Note: Depending on the gravity/nature of complaint, CLENRO to coordinate with EMB-10 for technical assistance* | None | 30 minutes |
| 1. Assist   inspectors | Conduct On-site  Inspection | None | 1 day |
| 1. Wait for advice   on schedule of meeting or technical conference | Inform the Client  (Complainant &  respondents) for  the schedule of meeting or  Technical  Conference  deliberation | None | 15 minutes |  |
| 1. Attend meeting or   TechnicalConference | Conduct the meeting  Prepare Report for City Mayor or EMB-10 endorsement | None | 3 hours |  |
| 1. Claim a copy   of the Report | Release endorsement for appropriate sanction to EMB-10 | None | 5 minutes |  |
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| **FEEDBACK AND COMPLAINTS MECHANISM** | |
| How to send complaint/s | 1. Send your complaint/s through e-mail [clenro.elsalvadorcity@gmail.com](mailto:clenro.elsalvadorcity@gmail.com) |
| How to file a complaint | 1. Accomplish our CUSTOMER SATISFACTION SURVEY FEEDBACK FORM available in the office; 2. Put this in the SUGGESTION BOX at the INFORMATION DESK |
| How complaints are processed | 1. Accomplish our CUSTOMER SATISFACTION SURVEY FEEDBACK FORM available in the office; 2. Put this in the SUGGESTION BOX at the INFORMATION DESK 3. Talk to the OFFICER OF THE DAY |

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| Contact Information of CCB | | CSC – Contact Center ng Bayan – 0908-8816-565 | |
| PCC | | Presidential Complaints Center - 8888 | |
| ARTA | | Anti-Red Tape Authority – 478-5093 | |